

# **THE IMPACT OF HUMAN CAPITAL MANAGEMENT ON THE PERFORMANCE OF COMMUNITY-BASED HEALTH PLANNING AND SERVICE (CHPS) MODEL OF GHANA HEALTH SERVICE: THE MEDIATING ROLE OF COMMUNITY ORIENTATION, INSTITUTIONAL INTERVENTION AND CAPABILITY OF RESOURCES.**

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## **Abstract**

This study mainly assessed the relationship between human capital management and the performance of the Community-Based Health Planning and Services (CHPS) model in Ghana. The study also evaluated the underlying assumption for the CHPS model; investigated the problems with the implementation of the CHPS model; and explored the mediating roles of community orientation, institutional Intervention and capability of resources play in influencing the relationship between human capital management and the performance of the CHPS model of the Ghana Health Service. Primary data was collected from 207 health volunteers across five (5) regions in Ghana using both qualitative (7) and quantitative (200) research approach, and this was drawn through a combination of purposive, simple and systematic random sampling techniques. Qualitative data was analyzed by means of content analysis while quantitative data was analyzed by means of descriptive statistics, Explorative Factor Analysis (EFA), Confirmatory Factor Analysis (CFA), Pearson Correlation Coefficient and Hierarchical Multiple Regression. Results from the study showed that difficulty with access to healthcare and lack of information on good health practices were the main underlying assumption for the introduction of the CHPS model. However, problems such as lack of resource and low awareness of the CHPS existence in the community hinder the implementation. The result also revealed that human capital has a direct relationship with the performance of the CHPS model. Finally, the study revealed that institutional intervention and capability of resources partially influence the relationship between human capital management and CHPS performance while community orientation fully mediate the relationship human capital management and CHPS performance. In line with the findings, the researcher recommends that CHPS should be attached to a major clinic or a hospital so they can fall on them quickly when they run out of resources; and policymakers should rely on other factors such as community orientation and capability of resources to manage human capital, which will impact on CHPS model performance.

**Keywords:** Human Capital Management, Community Orientation, Resource Capability, Institutional Intervention. Performance of CHPS, Community Health-Based Planning and Services Model (CHPS).